

Minneapolis
City of Lakes

**Operations &
Regulatory Services**

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Traffic Control 612 335-5932

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March 6, 2002

**In the matter of the
Gas Fitter, Plumber and
Steam and Hot Water Systems Installer
Licenses for HO Soderlin, Inc
3612 Cedar Avenue South
Minneapolis, MN**

**Findings of Fact
Conclusions and
Recommendations**

This matter came to the attention of the department as a result of a consumer complaint against HO Soderlin, Inc. The complaint was resolved through intervention of the Inspection and License Departments. Issues concerning the acquisition of permits remained. The licensee, HO Soderlin, Inc agreed to forego a Technical Advisory Committee hearing and resolve the issues as follows. Based on the information obtained from the Mechanical Inspections area and a consumer complaint, the department makes the following findings of fact.

FINDINGS OF FACT

1. HO Soderlin, Inc contracted with the homeowner at 4889 East Lake Harriet Parkway to perform some heating work. The work was performed in November 2001.
2. The homeowner sent a written complaint to the contractor on January 8, 2001 that they were unhappy with the results of the work. The homeowner also notified the Inspections Department concerning their complaint.
3. Inspector Jim Holden attended a meeting at the house at 4889 East Lake Harriet Parkway. Inspector Holden told HO Soderlin that there was no permit for the work at 4889 East Lake Harriet Parkway and requested they obtain a permit at a double fee value.
4. On January 11, 2002, a permit was obtained at a contract price of \$3800.00.
5. The homeowner sent Inspector Holden a copy of her invoice with HO Soderlin. The price of the work on the invoice was \$7685.00. Inspector Holden wrote an order to HO Soderlin to obtain a permit for \$3885.00 not covered in the initial permit.
6. Inspector Holden notified the License Department of the homeowner's complaint concerning poor workmanship.

Inspector Holden stated that at his first inspection in January 2002 the work was already completed. The contractor had, not only failed to obtain the required permit, but had also, failed to request required inspections before the walls were closed. As a result he could not necessarily be sure of what would be required to satisfy the homeowners complaints. He had some ideas. The contractor met with Inspector Holden and performed some repairs as requested.

7. The homeowner remained unsatisfied with the work performed by HO Soderlin. Licenses determined that the complaint was beyond any consumer protection ordinances in the City codes.

CONCLUSIONS

1. HO Soderlin, Inc. performed heating work without the required permits.
2. HO Soderlin, Inc. obtained a permit at less than the invoice value.
3. HO Soderlin, Inc failed to request required inspections.

RECOMMENDATIONS

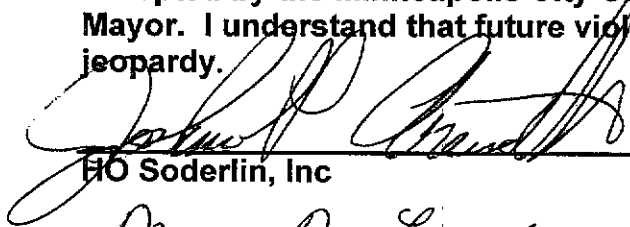
HO Soderlin, Inc. has had no previous complaints resulting in disciplinary action. Based on the above action by the contractor, the department makes the following recommendations.

1. An administrative penalty in the amount of \$1000.00 is imposed due to the failure of HO Soderlin to appropriately obtain permits and request required inspections. \$500.00 of the penalty is stayed pending no same or similar violations within a one-year penalty. \$500.00 is due and payable upon signing this agreement.
2. HO Soderlin agrees that they will obtain permits for work performed prior to the signature of this agreement at the standard double fee value. No further penalty beyond that amount will be assessed.
3. HO Soderlin agrees that all future work performed in the City of Minneapolis will have permits as stipulated by city

ordinances. Emergency work must have permits obtained within 24 hours.

4. HO Soderlin agrees to notify inspections with 24-hrs notice of required inspections.
5. HO Soderlin agrees to honor all inspection orders by the date specified on the order unless they request an extension date of the order.

I have read the above report and recommendations. I agree with the report, and I agree with the above recommendations. I understand that failure on my part of the part of my business to adhere to this agreement with the Department may lead to further action against my license. I understand that this report must be accepted by the Minneapolis City Council and signed by the Mayor. I understand that future violations may put my license in jeopardy.

 PREB-
HO Soderlin, Inc

Mary M. Lowther 3-15-02
Witness Date

Jason Arendt 3-15-02
Witness Date